Annual 47 C.F.R. § 64.2009(e) CPNI Certification Template

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009 covering the prior calendar year 2008

1. Date filed: March 5, 2010

2. Name of company(s) covered by this certification: Gabriel Technologies, Inc.

3. Form 499 Filer ID: 827114

4. Name of signatory: Manny Gabriel

5. Title of signatory: President

6. Certification:

I, Manny Gabriel, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has received customer complaints in the past year concerning the unauthorized release of CPNI (attached).

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed

Attachments: Accompanying Statement explaining CPNI procedures

Summary of customer complaints

Accompanying Statement explaining CPNI procedures

The use of our service requires a customer to have a cell phone or access to the Internet. Access to the customer's account requires a username and a password. In creating the account, the customer has to enter a "Secret Question" and a "Secret Answer," which will be used to verify them when they want to retrieve a forgotten password. For further verification, the customer is asked by the company to provide certain information in the account, such as names, phone numbers, email address, date of last use, etc. We do not provide the password to those who can not verify the account and to those who we know are not the owners of the account. The password is not given over the phone. We inform the customer that it is going to be sent via SMS to the customer's registered cell phone number (if there is no cell phone number, it is sent via email to the customer's registered email address).

The company does not forward any customer information to any third-party individuals/companies nor does it use the information for any sales or marketing campaigns.

Access to the customer's account is available to the company's customer service representative. The representative accesses the customer's account only when they ask for help or have questions and that the representative has informed the customer that she will need to go in his/her account. The information available to the representative are the same information that the customers see in their account should they access it themselves. The more sensitive information (past messages, credit-loading history, and other technical information) are accessible only by the company's chief technical officer.

Summary of customer complaints

There was one complaint about improper access to online information by an individual not authorized to view the information. The company has followed its procedure (above). However, it seemed that the unauthorized individual had access to the customer's personal cell phone and also knew the customer's personal information needed to verify the account. We had discussed and resolved this with the customer, agreed that she should change her account information, and suggested that she does not share any of her personal account with anyone. She is still an active customer and there has not been any issue with her since.